

Complaint Log Hands On Video Relay Services, Inc.

Ticket Opened: 12/31/03

History: Customer complained that one of VI was very cold and not really friendly.

Resolution: Explained to customer that appropriate response was conducted internally and expressed apologies for their experience.

Ticket Closed: 01/13/04

Ticket Opened: 01/15/04

History: I am a hearing consumer of VRS and have been for a number of months. I have a re-occurring problem with agent. Not only is her tone of voice not pleasing (high pitched, whiney, and fake) to the ear, her spoken vocabulary is lacking. When switched with another agent (male) the lack of sophistication of use of the English language is glaring.

Resolution: CS thanked customer for their feedback and expressing their concerns. Informed customer that internal actions were taken.

Ticket Closed: 01/23/04

Ticket Opened: 01/24/04

History: Caller asked for a male interpreter and became upset when informed there were none on shift at that particular time. Became upset with female VI and stated we were denying him his rights under the law. He again vented he has called often and there has been no male interpreter at night.

Resolution: CS thanked customer for sharing their feedback. CS sent memo apologizing for this inconvenience.

Ticket Closed: 01/26/04

Ticket Opened: 01/29/04

History: Caller complained #149 did not voice what was fingerspelled

Resolution: CS thanked customer for their feedback and expressing their concerns. Informed customer that internal actions were taken.

Ticket Closed: 02/11/04

Ticket Opened: 01/29/04

History: Caller complained that VI was not voicing what she was signing.

Resolution: CS thanked customer for their feedback and expressing their concerns. Informed customer that internal actions were taken.

Ticket Closed: 02/11/04

Ticket Opened: 01/30/04

History: VI does not process the call smoothly. He seems to require background information.

Resolution: CS thanked customer for their feedback and expressing their concerns. Informed customer that internal actions were taken.

Ticket Closed: 02/11/04

Ticket Opened: 02/03/04

History: Caller said VI didn't inform him that she was switching interpreters.

Resolution: CS thanked customer for their feedback and expressing their concerns. Informed customer that internal actions were taken.

Ticket Closed: 02/11/04

Ticket Opened: 02/04/04

History: VI does not process the call smoothly with normal turn taking. He seems nervous and is not polished at interpreting video relay. He signing looks awkward and doesn't understand everything.

Resolution: CS thanked customer for their feedback and expressing their concerns. Informed customer that internal actions were taken.

Ticket Closed: 02/11/04

Ticket Opened: 02/04/04

History: Customer complained that the lights were flickering as VI was signing.

Resolution: CS contact customer and informed of station settings we being reviewed and possibility modified to reduce lights flickering

Ticket Closed: 02/13/04

Ticket Opened: 02/07/04

History: VI does not follow directions. When I tell her to hang up she starts to leave a message. She takes control of the call. She makes many errors voicing my signs. She stated that she must have eye contact, even when she is on hold or dialing the phone.

Resolution: Supervisor had followed up with this interpreter and customer.

Ticket Closed: 02/11/04

Ticket Opened: 02/07/04

History: VI makes many errors and asks for repeat too many times. She was taking control of the call and would not give me the priority to interrupt the hearing person...she ignored my repeated instruction to interrupt and let me talk. I switched interpreters because of this.

Resolution: Supervisor had followed up with this customer's complaint.

Ticket Closed: 02/11/04

Ticket Opened: 03/29/04

History: Caller indicates that when he asked VI to switch, VI rolled eyes and in rude, snotty manner said "I will call supervisor and she will make decision." Caller indicates this is not the first time VI has been rude.

Resolution: Supervisor thanked the caller for his comments and took internal action

Ticket Closed: 04/05/04

Ticket Opened: 03/31/04

History: Caller complained that VI "moves too much while signing - sways and twists, plays with hair. Asked several times to stop, ok for awhile and then starts twisting and swaying again."

Resolution: The supervisor thanked the customer for the comments.

Ticket Closed: 04/05/04

Ticket Opened: 04/09/04

History: The video interpreter was not patient and little rude.

Resolution: CS sent memo to customer thanking them for providing us with this info. CS informed customer that we will investigate this further and take appropriate steps.

Ticket Closed: 05/20/04

Ticket Opened: 04/13/04

History: It often seems that whenever I connect with VI, I get disconnected immediately after the person picks up. I do not have this problem as frequently with other VI's.

Resolution: CS informed customer of situation where tech support wasn't available to assist and VI did not pose skills to deal with tech issue. Encouraged customer to contact us again and request technical support.

Ticket Closed: 04/16/04

Ticket Opened: 04/19/04

History: I only once received a video relay call from one of the kids at his school. (we have never receive any other VIDEO relay calls) On Wednesday, we received a message on our answering machine and we knew it was from the relay service, since the number was on our caller ID. On the message it said "I'm going to kill you".

Resolution: CS communicated to customer of FCC regulations regarding prohibiting us from disclosing the content of any relayed conversation

Ticket Closed: 04/26/04

Ticket Opened: 04/26/04

History: I had called VI with a ext number and this VI did NOT properly follow instructions at all.

Resolution: No action needed on CS part. Issue was investigated and resolved internally.

Ticket Closed: 04/29/04

Ticket Opened: 04/29/04

History: VI did not follow instructions at all. Customer hung up

Resolution: CS did not have customer contact information to be able to respond to customer

Ticket Closed: 05/20/04

Ticket Opened: 05/28/04

History: Hearing caller complained about VI in CC as being unprofessional, rude, and did not have mic muted when switched VI and said 'some very disturbing comments about the deaf caller.' When hearing caller said they could hear what was going on. VI abruptly disconnected the call.

Resolution: CS did not have customer contact information to be able to respond to customer

Ticket Closed: 06/07/04

Ticket Opened: 06/07/04

History: I d like to share my concerns about one of these interpreters. I was very disappointed with the interpreter who did not repair her errors. I wish she could check her phone number that she typed. My facial expression showed very confused without sign language. Why did she interpret my facial expression? I did not feel very comfortable for the hearing interpreter to interpret my facial expression without my sign language.

Resolution: CS sent message to customer asking them to capture VI number next time a problem happens.

Ticket Closed: 06/14/04

Ticket Opened: 06/14/04

History: VI had switched out another interpreter. Caller was already agitated and angry on the call. While on lengthy hold callers video disappeared. VI typed and attempted to establish contact

Resolution: CS reviewed information and will monitor this caller to see if problem continues. CS contacted customer and expressed apologies for inconvenience

Ticket Closed: 06/23/04